

# New York Confidentiality Protocols for Victims of Domestic Violence and Endangered Individuals



Individuals experiencing actual or threatened violence frequently establish new addresses and telephone numbers. New York Insurance Law § 2612 requires a health insurer, including long-term care insurers, to accommodate a reasonable request made by a person covered by an insurance policy or contract to receive communications of claim-related information by alternative means or at an alternative address.

## **John Hancock Life and Health Insurance Company and John Hancock Life Insurance Company (U.S.A.) ("Company")\* Confidentiality Protocol – Long-Term Care Insurance**

New York Insurance Law §2612 requires health insurers, including long-term care insurers, to accommodate a reasonable request made by a person covered by a long-term care insurance policy to receive communications of claim-related information by alternative means or at alternative locations if the person clearly states that disclosure of the information could endanger the person. The law prohibits a long-term care insurer from disclosing to the policyholder i) the name, address, telephone number or other personal information of the person requesting the accommodation or child residing with such person; ii) the nature of the health care services provided; or iii) the name, address or telephone number of the provider of covered services.

John Hancock requires such request be in writing. The written request must include:

- The name of the person against whom the request is being made;
- A statement that disclosing all or a part of the insured's information could endanger the person or child.
- The alternative address or other method of contact to which correspondence should be mailed, and alternative telephone number.

### **To Request Confidentiality**

Deliver the written request to the Company at the following address:

John Hancock Long Term Care Division  
200 Berkeley St.  
B-05-02 – ERT  
Boston, MA 02117  
Email: [jhsslctce-commerce@johnhancock.com](mailto:jhsslctce-commerce@johnhancock.com)

*You may revoke this confidentiality request at any time by mailing a notarized letter of instruction to the address provided above.*

For further information on domestic violence services, contact the New York State Domestic and Sexual Violence Hotline.

Hotline: 1-800-942-6906  
(Spanish language 1-800-942-6908)  
In NYC: 1-800-621-HOPE (4673) or dial 311  
TTY: 1-866-604-5350  
<http://www.opdv.ny.gov/help/dvhotlines.html>

**We recommend that participating health service providers print and post this information in their offices.**

\* If you have any questions regarding a Life Insurance policy issued by John Hancock Life Insurance Company (U.S.A.), click [here](#). If you have questions regarding a Life Insurance policy issued by John Hancock Life Insurance Company of New York, visit [www.johnhancocknewyork.com](http://www.johnhancocknewyork.com).